STATE OF ALABAMA
DEPARTMENT OF PUBLIC SAFETY — FY10 IT STRATEGIC PLAN WORKSHEET

IT MISSION

To provide information technology services and solutions for the Alabama Department of Public Safety (DPS)

IT VISION

To provide innovative, leading-edge information technology solutions enabling the Department of Public Safety to better serve and protect the citizens of Alabama

VALUES

Integrity
We demand honesty from ourselves and depend upon the trustworthiness of our decisions and information.

Professionalism
Each individual's behavior and competence reflects our organization's commitment to our customers and partners.

Quality Customer Service
We dedicate ourselves to providing reliable, responsive services that meet our customers' needs.

Innovation
We dedicate ourselves to finding creative and effective solutions to meet our customers' needs.

CUSTOMERS
(Expectations)

- Alabama Department of Public Safety
- General public
- Other federal, state, and municipal agencies

Expectations
➢ *Timely, accurate information*
➢ *Reliable systems and applications*
➢ *Emphasis on customer service*
➢ *Responsive and around-the-clock access and services*

➢ *Current, compatible information technologies*
➢ *IT staff develop and maintain needed skills and expertise*
➢ *Sound, well considered advice and IT options*

STAKEHOLDERS
(Expectations)

- Other state, local and federal agencies and municipalities.
- Elected officials
- Vendors

Expectations
➢ *Timely, accurate information*
➢ *Reliable systems and applications*
➢ *Compatible information technologies*

WORKLOAD MEASURES

W1: # of systems supported
W2: # of applications supported
W3: # of applications developed
W4: # of computers supported
W5: # of remote site surveys

STRENGTHS

- Skilled and dedicated employees
- Quality of service
- Information security
- Central departmental IT infrastructure

WEAKNESSES

- Lack of consistent IT involvement in agency planning
- Inconsistent funding allocation
- Inadequate staffing for application development

OPPORTUNITIES

- Additional funding from state and federal sources
- Expansion of statewide wireless/remote communication infrastructure

THREATS

- Impact of potential changes in administration IT priorities and agency responsibilities
- Projection for reduced federal funding for IT initiatives
- Unanticipated and unfunded mandates and compliance requirements
- The inability of the current merit and Personnel system to recruit and retain qualified IT staff

CRITICAL ISSUES

INTERNAL
- None

EXTERNAL
- None

KEY GOALS, OBJECTIVES and STRATEGIES
(1-4)

G1: Staffing to provide e-government for law enforcement efficiencies & effectiveness to improve public safety and decrease fatalities.

OBJ1: E-crash – 100% e-crash reports for DPS and other law enforcement agencies by FYE 2010

OBJ2: Records Management – all PCOs using Records Management by FYE10

OBJ3: Imaging – consolidation of all imaging systems by FYE10

OBJ4: Fully supported Trooper field applications by FYE 2010

S1: Organizational/vision; job profile
S2: Funding
S3: Selection, Recruit
S4: Train

G2: Proactive involvement with departmental IT decision making processes

    OBJ1: Divisions – involved in all IT related decisions by FYE 2010

    OBJ2: IT manager approves all IT hardware/software purchases by FYE 2010

    OBJ3: Develop IT Plan for each division prior to budget submittal by FYE 2010

    OBJ4: Compare performance against division plans by FYE 2010

    S1: Division IT needs Assessment

    S2: IT Planning with each Division

    S3: Departmental IT Plan – all Divisions

    S4: Documentation/Implementation

    S5: Track plans' performance

G3: Expanded network infrastructure capabilities independent of outside vendors (ISD)

    OBJ1: Ability to provide e-commerce services (provide electronic information to public & other law enforcement agencies)

    OBJ2: Provide public e-services with less expense by reducing the cost of postage and paper

    S1: Sell the plan through management

    S2: Negotiate with ISD

    S3: Find secondary internet provider

    S4: Staff and train additional personnel to support new network infrastructure

    S5: Measure network performance, reliability, and support

G4: Disaster Recovery

    OBJ1: Implement a Disaster Recovery Plan by FYE10

    S1: Write a Disaster Recovery Plan

    S2: Determine recovery site location

    S3: Identify hardware/software infrastructure needs

    S4: Image all historical records

    S5: Move historical records to offsite location

    S6: Train staff in Disaster Recovery procedures

    S7: Test and Implement Plan